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UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF CALIFORNIA

TAMARA MOORE, GRETA L. ERVIN,
RAFF ARANDO, NICHOLS SMITH,
RENEE EDGREN, and CYNTHIA
WELTON on behalf of themselves and
all others similarly situated,

Plaintiffs,

v.

MARS PETCARE US, INC.; ROYAL
CANIN U.S.A., INC.; and HILL'S PET
NUTRITION, INC.;

Defendants.

Case No. 3:16-cv-7001-MMC

**PLAINTIFF'S OPPOSITION TO
DEFENDANT HILL'S PET NUTRITION,
INC.'S MOTION TO COMPEL FURTHER
DEPOSITION AND FOR ADVERSE
INFERENCE**

*Filed concurrently with DECLARATION OF
MATTHEW D. DAVIS*

Date: July 22, 2022
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Judge: Hon. Magistrate Judge Sallie Kim

**Action Filed: 12/07/16
Trial Date:**

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1 Plaintiff Tamara Moore opposes Hill's motions to compel the reopening of her
2 deposition and for an adverse inference.

3 I. RELEVANT BACKGROUND

4 This court summarized the claims in this case as thus:

5 Plaintiffs are six California pet owners who purchased
6 prescription pet food manufactured by defendants. (See
7 Second Amended Class Action Compl. ("SAC") ¶ 16.) In the
8 operative complaint, the SAC, plaintiffs allege defendants'
9 "self-created requirement of a veterinarian's signed
10 prescription as a condition precedent to the purchase" of
11 their prescription pet food "misleads purchasers and
12 consumers by communicating to them that such food is
13 approved by" the Food and Drug Administration ("FDA"),
14 "has been subject to government inspection and testing,
15 and has medicinal and drug properties that legally require
16 a prescription for sale" (see SAC ¶ 11), thereby causing
17 consumers to "overpa[y] and ma[ke] purchases they
18 otherwise would not have made in the absence of" the
19 prescription requirement (see SAC ¶ 16). (Dckt. 184 [Order
20 Granting Plaintiffs' Motion for Partial Summary
21 Judgment] at pp. 1-2.)

22 Ms. Moore is one of the plaintiffs. The allegations relevant to her are:

23 She has a dog named Pugalicious. When Pugalicious had to
24 undergo surgery to remove kidney stones, Ms. Moore
25 received a prescription from Pugalicious's veterinarian...
26 for Hill's Prescription Diet u/d dog food, which she
27 purchased first from a VCA Animal Hospital and
28 subsequently from PetSmart. This food is a Prescription
Pet Food. Ms. Moore was told by her veterinarian that a
prescription was required before she could purchase the
product. She tried to purchase the product at another VCA
Animal Hospital, but was refused because she failed to
present a prescription. She also understood from PetSmart
that a prescription was required in order to purchase the
Prescription Pet Food. When she purchased the product at
PetSmart, the product was shelved out on the floor in a
section separate and apart from the non-prescription pet
food. (SAC at ¶ 101.)

Pugalicious passed away in February of 2018. (Exhibit A [Moore deposition] at
43:10-20.)¹

¹ All referenced exhibits are to the accompanying Declaration of Matthew D. Davis.

II. DISCUSSION

A. Hill's has not met its burden of establishing a need or good cause to reopen Ms. Moore's deposition.

1. Applicable law

A case cited by Hill's sets forth the applicable law:

A party must seek leave of the Court to conduct a deposition "if the parties have not stipulated to the deposition" and "the deponent has already been deposed in the case." Fed. R. Civ. P. 30(a)(2)(A)(ii). "Whether to reopen a deposition lies within the court's discretion." Bookhamer v. Sunbeam Prod. Inc., No. C 09-6027 EMC DMR, 2012 U.S. Dist. LEXIS 151010, 2012 WL 5188302, at *2 (N.D. Cal. Oct. 19, 2012); Dixon v. Certainteed Corp., 164 F.R.D. 685, 690 (D. Kan. 1996). Although renewed depositions are generally disfavored, a court may re-open a deposition where there is a "showing of a need or good reason for doing so." Dixon, 164 F.R.D. at 690; Graebner v. James River Corp., 130 F.R.D. 440, 441 N.D. Cal. 1989); Bookhamer, 2012 U.S. Dist. LEXIS 151010, 2012 WL 5188302, at *2.

Pax Water Technologies, Inc. v. Medora Corporation (C.D. Cal., Oct. 15, 2019, No. CV189143JAKAGRX), 2019 WL 12381114, at *1 (good cause to reopen 30(b)(6) deposition after defendant produced 600 new documents, including critical drafts).

But Hill's did not include a single document from that production in support of the motion. It thus failed to provide evidentiary grounds for the order it seeks.

2. Documents relating to two other dogs adopted by Ms. Moore have no relevance to this case

In addition to Pugalicious, Ms. Moore adopted two other dogs, Willow and Falkor. (Exhibit A at 44:19-45:2.) She did not purchase prescription pet food for them. Documents relating to those dogs were included in her supplemental production at Hill's insistence. Thus, much of the production post-dates Pugalicious's death and relates to Willow and Falkor. (Exhibit B [entire supplemental production] at Plaintiffs_000011179-1366, 00001386-1470, 00001495-1525, 00001549-1557, 00001722-1725.)² Those documents, appointment notices, spam, and invoices, have

² Exhibit B is Ms. Moore's entire supplemental production. Her counsel, mindful of the court's limited time and resources, does not ask the court to review all of these

1 nothing to do with any issues in the case. There are no grounds to depose Ms. Moore
2 on these documents.

3 **3. The pet insurance documents**

4 Hill's argues it needs to depose Ms. Moore about documents that relate to the
5 "Trupanion" pet insurance policy she once carried.

6 As a threshold matter, Hill's never asked that Ms. Moore produce pet
7 insurance documents before her February 3, 2022 deposition. Hill's makes a footnote
8 argument that she should have them in response to RFP nos. 11, 13 and 18. (Dckt.
9 206 at n. 3, 5:18-20.) However, those broadly phrased requests did not ask for pet
10 insurance documents. RFP no. 11 asked for "All Documents and Communications
11 concerning any Therapeutic Pet Foods, including social media posts or
12 Communications," no. 13 sought "All Documents and Communications concerning
13 Pugalicious, including social media posts," and no. 18 requested "All Documents and
14 Communications concerning pet nutrition." (Dckt. 206-2 at pp. 8, 9 & 11.) Hill's
15 follow-up requests did ask for pet insurance documents, and she timely produced
16 them. (Dckt. 206-3.) However, her responses came due well after her deposition.

17 Substantively, while Hill's contends that the pet insurance documents show
18 "that as early as 2013, she was on notice that therapeutic pet foods like Hill's
19 Prescription Diet are not medicine and do not contain drugs" (Dckt. 206 at 5:5-12),
20 but it fails to identify any document that put her on notice of these facts. That is
21 because none can fairly be so read. The Trupanion documents include emails,
22 policies, declaration pages, claim forms and other documents pertaining to an
23 insurance policy that Ms. Moore discontinued in September 2013. (Exhibit B at

24 _____
25 documents. This opposition makes specific reference to only a few. She produces the
26 entire production because Hill's makes contentions about her litigation conduct and
27 that of her counsel. A review of the entire supplemental production shows that they
28 are almost entirely either duplicative of what was already produced, or completely
irrelevant to the claims and defenses in this case. Moreover, including them gives
Hill's the opportunity in its reply to do what it failed to do in its opening brief:
identify specific documents that support these motions.

1 Plaintiffs_00001125-1159, 00001714-1723.) None say that prescription pet foods are
2 not a medicine and do not contain drugs.

3 In fact, the Trupanion policy states that it will cover therapeutic pet food when
4 “recommended and dispensed by [a] veterinarian in the *treatment of injuries or*
5 *symptomatic illnesses*”. [Exhibit B at Plaintiffs_00001127 at p. 5] (emphasis added).
6 This reference to therapeutic pet food closely resembles the Food Drug and Cosmetic
7 Act’s definition of a drug. *See* 21 U.S.C. § 321(g)(1)(B)(defining a “drug” as: “articles
8 intended for use in the diagnosis, cure, mitigation, *treatment*, or prevention of *disease*
9 in man or other animals”) (emphasis added). In light of this similarity, if any
10 assumption can be made about prescription pet food from the Trupanion Policy, it
11 would be that prescription pet food contains a “drug”, rather than the contrary
12 assumption suggested by Hill’s. In any event, Ms. Moore never made a claim under
13 the Trupanion policy for the Hill’s prescription pet food that her dog’s vet prescribed.

14 In sum, there is no need or good cause to order Ms. Moore to be deposed about
15 the pet insurance documents because (1) Hill’s did not request them before her
16 deposition, and (2) the documents do not say what Hill’s contends they say.

17 4. Pugalicious’s vet records

18 Hill’s obtained from both Ms. Moore and VCA all of Pugalicious’s vet records
19 before Ms. Moore’s deposition. Hill’s questioned her extensively about them. (Exhibit
20 A at 185:7-16, 196:25-198:7, 229:2-230:11, 295:9-22 and Exhibit C [collectively,
21 Exhibits 29, 30, 31 and 34 to Moore deposition].)

22 Ms. Moore’s supplemental production includes about 100 cover emails from
23 VCA with an electronic copy of each separate entry for Pugalicious. (Exhibit B at
24 Plaintiff_00001471-1494, 00001526-1548, 00001597-1709.) The verbatim substance of
25 these records was obtained by Hill’s before Ms. Moore’s deposition. Nothing new
26 pertaining to prescription pet food is contained in records. Since Hill’s had all of these
27 relevant vet records at the time it deposed Ms. Moore—and questioned her about
28 them—there is no need or good cause to order her to again testify on these records.

1 **5. Ms. Moore's communications with the dog's prior owner**

2 Ms. Moore adopted Pugalicious from her friend Prince Damons. Later, Mr.
3 Damons informed her about this possible lawsuit. Hill's questioned her about what
4 he told her. (Exhibit A [Moore deposition] at 139:11-143:10.)

5 Q. What exactly did he and you talk about with respect
6 to this litigation?

7 A. He mentioned that he knew of someone who knew
8 about the pending litigation and asked if I wanted more
9 information.

10 Q. Okay. And did he say at the time -- how did he
11 characterize the litigation?

12 A. Just that it was in regards to prescription pet food.

13 Q. Okay. Did he explain what the theory of the
14 litigation was about prescription pet food?

15 A. No. [Id. At 141:11-25.]

16 Ms. Moore's supplemental production included email correspondence between
17 her and Mr. Damon about Pugalicious concerning things such as a bug bite or a cute
18 video of the dog. (Exhibit B at Plaintiff_00001160-1166.) The production also
19 included an internal email from her counsel's firm that a staff member forwarded to
20 Mr. Damon, who then forwarded it to Ms. Moore before she retained the firm.
21 (Plaintiff_00001726-1727.) The firm's original email, dated September 21, 2016, said
22 in relevant part:

23 [We] are looking at a possible case involving violations of
24 the consumer legal remedies act as it relates to so-called
25 "prescription" pet food. We're looking for people who have
26 purchased, or continue to purchase, "prescription" pet food
27 for a dog or cat. There are basically four brands, and the
28 manufacturers require a veterinarians prescription in
 order to buy the food. The food is much more expensive
 than regular pet food made by the same manufacturers.

 So if anyone here knows someone with a dog or cat that
 has a diet limited to "prescription" pet food, and that
 person might be willing to be a plaintiff in a potential
 action against the manufacturers, we would love to talk to
 them.

 As a lead plaintiff in such a case, there involvement is as a

1 representative of a larger group or class. They will be
2 entitled to make a recovery in the case, and their
involvement will be modest.

3 A month later a law firm staff member forwarded the email to Mr. Damons
4 with the following caution: "Read below but don't respond to that email (I can get in
5 trouble for fwd inter office emails). Call the handling attorney to get more
6 information." Mr. Damons forwarded the string to Ms. Moore, who responded on
7 November 16, 2016: "I am definitely interested in looking into this. I have easily
8 spend over \$1,000 more on food than necessary for Pugo's special dog food in the last
9 4 years since he was prescribed that brand." Ms. Moore first spoke with counsel a few
10 days later and the attorney-client privilege attaches to that communication. (Davis
11 decl. at ¶5.)

12 While this document was not produced before Ms. Moore's deposition, there is
13 no need or good cause to reopen her deposition over it. It contains an attorney's
14 description of a possible action, which is remarkably similar to how this court, five
15 years later, summarized the case. (Dckt. 184 at pp. 1-2.) Ms. Moore already testified
16 about what she recalls discussing with Mr. Damons. Hill's has all of her invoices
17 relating to her purchases of prescription pet food and questioned her about them.
18 What more does Hill's need? This is a far cry from the situation in the lead case cited
19 by Hill's, In re Cathode Ray Tube (Crt) Antitrust Litigation, (N.D. Cal., July 20,
20 2015, No. 3:07-CV-05944SC) 2015 WL 4451419, where the court ordered follow up
21 depositions because of the delayed production of a crucial document:

22 There is no dispute that the January 16, 2015 revised
23 Exhibit B contained information about an additional 22
24 meetings with backup documents by Bates numbers. This
25 missing information is substantial in that the 22 additional
26 meetings with competitors and some number of new
contacts may be highly relevant to key issues or may lead
to admissible evidence in this MDL. There is no dispute
that evidence about Mitsubishi's meetings with competitors
during the class period is relevant. [P. *3.]

27 In sum, there is no need or good cause to order Ms. Moore to give more
28 testimony on her communications with Mr. Damons.

1 **B. Hill's is not entitled to an adverse inference**

2 Hill's motion to impose an adverse inference against Ms. Moore for her
3 deletion of innocuous text messages from her vet should be rejected for three reasons:

4 First, the deleted text messages were not lost and Hill's is not entitled to relief
5 under Rule 37(e). Hill's received copies of the texts that VCA Animal Hospital (VCA)
6 sent to Ms. Moore in the records produced to Hill's by VCA and Ms. Moore. Those
7 documents show that the text messages from VCA to Ms. Moore were irrelevant and
8 innocuous messages such as "Pugo's prescription diet is here and ready for pick-up."

9 Second, Hill's suffered no prejudice as a result of Ms. Moore's deletion of the
10 text messages. The communication logs produced by VCA demonstrate that the text
11 messages were irrelevant and do not contain anything of substance.

12 Third, there is no evidence that Ms. Moore acted with the intent to deprive
13 Hill's of the text messages she deleted. She produced hundreds of pages of VCA
14 records, including copies of the text messages.

15 **1. Legal principles**

16 Federal Rule of Civil Procedure 37(e) allows a court to sanction a party who
17 fails to preserve electronically stored information ("ESI") if the ESI is lost and cannot
18 be restored or replaced through additional discovery and either (1) the court finds
19 that the loss of the ESI prejudiced the other party; or (2) the court finds that the
20 party who failed to preserve the ESI acted with the intent to deprive the other of the
21 information's use in litigation. The advisory committee notes to Rule 37(e) recognize
22 that "[b]ecause electronically stored information often exists in multiple locations,
23 loss from one source may often be harmless when substitute information can be
24 found elsewhere." Adv. Comm. Notes to 2015 Amendment to Rule 37(e)(1). If
25 information is not truly "lost" and can be accessed from another source, sanctions
26 under Rule 37 are inappropriate. Oracle Am., Inc. v. Hewlett Packard Enter. Co., 328
27 F.R.D. 543, 554 (N.D. Cal. 2018). The sanction of an adverse interest in a severe
28 sanction and is justified only where the spoliating party's degree of fault and the

1 prejudiced suffered by the other party are significant. Compass Bank v. Morris
2 Cerullo World Evangelism, 104 F. Supp. 3d 1040, 1054 (S.D. Cal. 2015).

3 Under Rule 37(e)(1), “[a]n evaluation of prejudice from the loss of information
4 necessarily includes an evaluation of the information’s importance in the litigation.”
5 Adv. Comm. Notes to 2015 Amendment to Rule 37(e)(1). In some cases, “the content
6 of the lost information may be fairly evident, the information may appear to be
7 unimportant, or the abundance of preserved information may appear sufficient to
8 meet the needs of all parties. Id. District courts in California have recognized
9 prejudice resulting from a failure to preserve evidence only where the loss of the
10 evidence at issue substantially denies the other party of the ability to support its
11 claims or defenses. Al Otro Lado, Inc. v. Wolf, No. 3:17-CV-02366-BAS-KSC, 2021
12 WL 631789, at *4 (S.D. Cal. Feb. 18, 2021), report and recommendation adopted sub
13 nom. Al Otro Lado, Inc. v. Mayorkas, No. 19-CV-01344-BAS-MSB, 2021 WL 1170212
14 (S.D. Cal. Mar. 29, 2021); Reinsdorf v. Skechers U.S.A., Inc., 296 F.R.D. 604, 631
15 (C.D. Cal. 2013). Therefore, the deletion of irrelevant evidence which does not
16 prejudice the opposing party does not support a spoliation claim. Reinsdorf, 296
17 F.R.D. at 631. Further, “mere speculation that other deleted documents may exist
18 that might be helpful to a party’s case” is insufficient to support a finding of prejudice
19 and spoliation. Id.

20 Finally, under Rule 37(e)(2), an adverse inference instruction is warranted
21 “only upon finding that the party acted with the intent to deprive another party of
22 the information’s use in the litigation.” Fed. R. Civ. P. 37(e)(2). “‘Negligent or even
23 grossly negligent behavior’ is insufficient to show ‘intent.’” Porter v. City & Cty. of
24 San Francisco, No. 16-CV-03771-CW(DMR), 2018 WL 4215602, at *3 (N.D. Cal. Sept.
25 5, 2018) (quoting Adv. Comm. Notes to 2015 Amendment to Rule 37(e)). Rather,
26 “courts have found that a party’s conduct satisfies [the] intent requirement when the
27 evidence shows, or it is reasonable to infer, that [] a party purposefully destroyed
28 evidence to avoid its litigation obligations.” Id. (collecting cases).

1 **2. The deleted text messages are not “lost” as Hill’s received copies**
2 **of them in the VCA records produced by Ms. Moore and VCA**

3 As a threshold matter, Hill’s must show that the deleted text messages were
4 “lost” to be entitled to an adverse inference under either Rule 37(e)(1) or (e)(2). Hill’s
5 has failed to meet this threshold. In fact, Hill’s obtained copies of text messages VCA
6 sent to Ms. Moore in the VCA records produced by Ms. Moore and VCA, and Hill’s
7 used during her deposition. (See Exhibits A and C). The VCA records contain sections
8 labeled “communications log” that contain, inter alia, any text messages VCA sent to
9 Ms. Moore. The VCA records show that the only text messages VCA sent to her after
10 the initiation of the instant lawsuit were sent on May 17, 2017 and June 13, 2017.
11 Both messages include simple reminders to Ms. Moore her prescription pet food was
12 ready for pick up. (Exhibit C at HILLS_VCA_000034.)

13 Because Hill’s received copies of the text messages the messages are not “lost”
14 within in the meaning of Rule 37(e), even though Ms. Moore deleted them from her
15 phone. See Adv. Comm. Notes to 2015 Amendment to Rule 37(e)(1); see also Living
16 Color Enters., Inc. v. New Era Aquaculture, Ltd., No. 14-CV-62216, 2016 WL
17 1105297, at *5 (S.D. Fla. Mar. 22, 2016) (a defendant’s text messages were not lost
18 under Rule 37(e) because they were provided to the plaintiff by another party).
19 Accordingly, Hill’s is not entitled to an adverse inference under Rule 37(e)(1) or (e)(2).

20 **3. Hill’s suffered no prejudice, as required by Rule 37(e)(1).**

21 Hill’s is not entitled to an adverse inference because it suffered no prejudice.
22 As shown by the VCA records, the text messages to Ms. Moore included statements
23 such as: “Pugo’s prescription diet is here and ready for pick-up. We look forward to
24 seeing you soon!” (Exhibit C at HILLS_VCA_000034). Although the messages
25 reference prescription pet food, they are not relevant to any substantive issue in this
26 case. Hill’s cannot credibly claim prejudice, where its own copies of the deleted text
27 messages reveal their unimportance. Further, Hill’s used the VCA records containing
28 the text messages during the deposition of Ms. Moore and had a full opportunity to

1 question her about any and all text messages from VCA.

2 Moreover, the “abundance of preserved information”, including the hundreds
3 of pages of VCA records Ms. Moore produced is more than “sufficient to meet the
4 needs of all parties.” Adv. Comm. Notes to 2015 Amendment to Rule 37(e)(1). These
5 records provide Hill’s with far more relevant information than the reminder
6 notifications Ms. Moore deleted from her phone. Her deletion of VCA’s text messages
7 has not denied Hill’s the ability to support its defenses where Hill’s otherwise has all
8 of the VCA records and treatment history of Ms. Moore’s pets. Hill’s has suffered no
9 prejudice, and it is not entitled to an adverse inference under Rule 37(e)(1).

10 **4. There is no evidence that Ms. Moore acted with intent to**
11 **deprive Hill’s of the information in the deleted text messages, as**
required by Rule 37(e)(2).

12 Finally, Hill’s is not entitled to an adverse inference under Rule 37(e)(2)
13 because there is no evidence that Ms. Moore acted with the intent to deprive Hill’s of
14 information. At her deposition, Ms. Moore testified that she does not keep a record of
15 text messages on her phone, and she did not understand that she was supposed to
16 preserve the text messages at issue. (Exhibit A at 225:20-226:3). This evidence
17 suggests that she treated the text messages as she did any other message, due to her
18 ignorance of the need to preserve them, rather than an intent to deprive Hill’s of
19 information. The evidence is not sufficient to show an intent to deprive.

20 Hill’s cites Colonies Partners, L.P. v. Cty. of San Bernardino, No.
21 518CV00420JGBSHK, 2020 WL 1496444, at *9 (C.D. Cal. Feb. 27, 2020), report and
22 recommendation adopted, No. 518CV00420JGBSHK, 2020 WL 1491339 (C.D. Cal.
23 Mar. 27, 2020), as an example of a case where the court found an intent to deprive
24 based on a party’s deletion of text messages and an e-mail account after litigation
25 commenced. [D.E. 206 at 10]. Colonies Partners is distinguishable. First, the party in
26 Colonies Partners did not delete a few innocuous text messages. Rather, that party
27 deleted text messages plus an entire e-mail account. Colonies Partners, L.P., 2020
28 WL 1491339, at *3. Second, the party who deleted text messages in Colonies

1 Partners was a former district attorney and an “experienced criminal practitioner.”
2 2020 WL 1496444, at *10. Thus, the court found it unconvincing that such a
3 “sophisticated party” would be unaware of his obligation to retain emails and text
4 messages related to the litigation. Id. In contrast, Ms. Moore lacks any formal legal
5 training.

6 In conclusion, there is no evidence that Ms. Moore purposefully destroyed
7 evidence to avoid her litigation obligations, and Hill’s is not entitled to an adverse
8 inference or any other form of relief as inadvertent deletion of innocuous text
9 messages from her vet does not rise to the level of intentional spoliation of evidence.

10 III. CONCLUSION

11 Plaintiff respectfully requests the court deny the motions.

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13 Dated: July 5, 2022

WALKUP, MELODIA, KELLY & SCHOENBERGER

14
15 By: 

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17 Attorneys for PLAINTIFFS

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